

# HCSIS Alert!

Home and Community Services Information System

Department of  
Mental  
Retardation

ISSUE #5: February 3, 2006  
Page 1 of 3

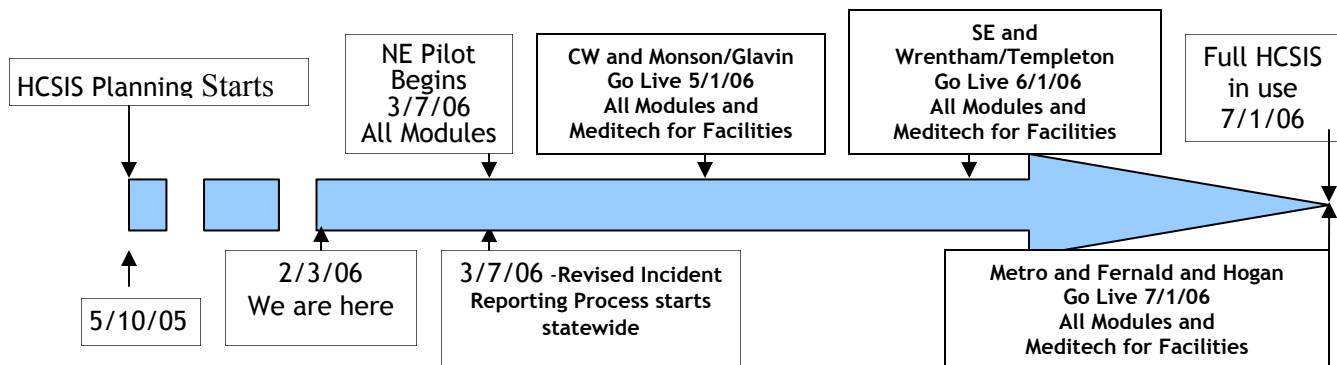
Based on feedback from DMR and Providers, the timelines for submitting Incident Reports has been changed for Minor Incidents - from next business day to three (3) business days. See below for additional details.

Contact Hans H. Toegel at:  
(617) 624-7781 or at:  
[Hans.H.Toegel@state.ma.us](mailto:Hans.H.Toegel@state.ma.us)  
with questions.

**ANNOUNCEMENT:** DMR has changed the submission timelines for Incident Reports. For Major Incidents, the Area Office must be notified by phone immediately and the electronic or paper report must be submitted by the next business day. For Minor Incidents, the electronic or paper report must be submitted within three (3) business days.

**PROVIDER READINESS:** Providers in the Northeast Pilot Region have received their Welcome Packages from the Virtual Gateway to begin establishing their HCSIS connections. The packages contain agreements that need to be signed and a guide to assigning roles in HCSIS. The process requires users to be identified by providers by the role they will have in HCSIS. This information is submitted to Virtual Gateway (VG) Security to establish users for authorization to access HCSIS. Then the information is sent from VG Security to DMR where users are set up for HCSIS authentication (where their actual role in HCSIS is registered). The users will then be notified of their successful registration and their roles will be managed by the local administrator at the provider level. Changes in roles can be managed by the provider, including the assignment of a default role to deny the person access if they terminate or move. Persons are removed from access through a notification process at VG.

## HCSIS ARROW



# HCSIS Alert!

Department of  
Mental  
Retardation

---

*Forms, materials and other information about HCSIS are available on the DMR web page under Key Initiatives - HCSIS (on the left side of the web page).*

---

ISSUE #5: February 3, 2006  
Page 2 of 3

**TRANSITION:** There has been much discussion about what will happen when regions go live and what processes will be applied and followed. When the NE goes live on 3/7/06, they will be using all modules of HCSIS to report Incidents, Restraints, Medication Occurrences, Health Care Records and Deaths. Paper processes may be used to initially record information but all information will be submitted electronically. Paper may also be used as a back up to the electronic processes. The rest of the state will also use the Revised Incident Reporting Process and Forms but will use existing processes and forms for all other modules until their respective region goes live.

**SCHEDULE:** The Go-Live schedule for HCSIS is as follows:  
3/7/06 - Northeast goes live with all modules\* of HCSIS. Entire state uses revised Incident Reporting process and forms. Pilot runs approximately 30 days.  
5/1/06 - CentralWest goes live with all modules\* of HCSIS. Monson and Glavin go live with both Meditech and HCSIS.  
6/1/06 - Southeast goes live with all modules\* of HCSIS. Wrentham and Templeton go live with both Meditech and HCSIS.  
7/1/06 - Metro goes live with all modules\* of HCSIS. Fernald and Hogan go live with both Meditech and HCSIS.  
7/1/06 - Both Meditech and HCSIS are fully operational.

**Note:** "All Modules" does not include Investigations, which still requires additional work and will be rolled out at a later date.

**TESTING:** We have received some great feedback from the testing group and will be getting more once testing is completed. From those who were testers, we have heard that the Computer Based Training (CBT) Materials were very easy to follow and user friendly. Others found that entering information was very easy and intuitive, taking about 10 minutes to enter an Incident Report from start to finish. Keep in mind that this is based on testing scenarios that testers were required to follow. We will learn more once we move to the Pilot Phase in the Northeast.

# HCSIS Alert!

Department of  
Mental  
Retardation

Reminder: The use of the revised Incident Report Form will not go into effect until March 7, 2006. Additional Forms will be available on the DMR Web page in the week of 2/6/06. Keep checking the web page for updates and new material.

ISSUE #5: February 3, 2006  
Page 3 of 3

**SECURITY:** When HCSIS was created and subsequently transferred to Massachusetts, it came with a security range that allowed providers to see all their consumers at all levels of their organization. This meant that a direct service staff person entering an Incident Report would have access to all the incident Reports for all consumers of the Provider Organization, regardless of where they lived. DMR will change the security access to prevent such broad access to provider-wide information. We will be pulling together a group of providers and DMR resources to talk through the shape of security access and what it should look like. It will not be ready for the 3/7/06 go-live date in the Northeast, but alternate solutions will be provided in the interim.

**FORMS:** The Incident Reporting Form that was created and distributed with the trainings that have taken place across the state has undergone certain revisions, based on comments, feedback and some very good and practical suggestions from all of you. That is one of the purposes of training and Piloting new initiatives. We may see further refinements once we have gone through Pilot in the Northeast. While we may not feel totally comfortable training our respective staff on something that may change, the changes that are expected have more to do with creating additional dictionary entries or clarifying definitions or instructions and less to do with the look and fields contained in the form. The content of the form will not really depart from what is contained in the actual electronic reporting system. One of the reasons that the forms might not look exactly like the electronic screens we will be filling out in HCSIS is because the electronic form can record information that we might not really see, like who is entering the information. The electronic system knows who is entering the information because you signed in with your password. The only way we can know who is completing the form on paper is to ask and require you to record your name and identifying information. Another reason why the form might look different from the actual screens in HCSIS is to make the paper form as easy to use for the person who is actually completing the initial information. Keep this in mind as you look through the forms.

Remember:

1. Share this Alert! with other people in your organization
2. Keep checking the DMR web page for new materials and updated information.
3. See the first issue of HCSIS Alert! For an overview of the project
4. Contact Hans Toegel at DMR Central Office with questions at: (617) 624-7781 or by email at [Hans.H.Toegel@state.ma.us](mailto:Hans.H.Toegel@state.ma.us)